

Hiding Customers

Customers can be hidden, or removed from view, in TapeTrack TapeMaster, cleaning up the Customer Tree display without needing to delete old or unused Customer-ID's and their associated data.

Hiding Customers from display is a two part process:

- Setting the required Customer's Hide Customer option to True.
- Removing the Hidden Customer from display via the TapeTrack TapeMaster Preferences.

Customer Properties Options

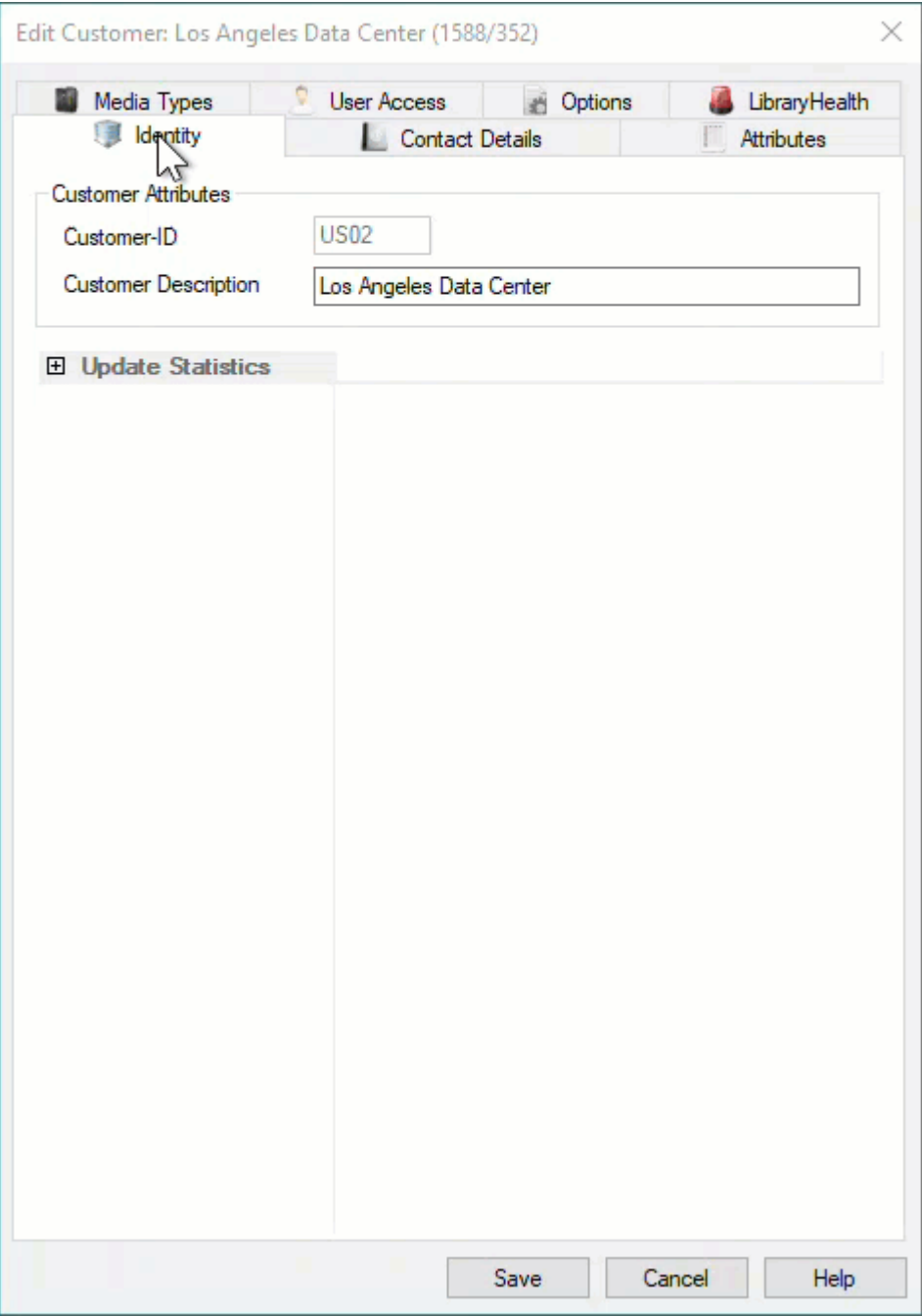
To Hide a Customer, in TapeMaster right click the required Customer-ID and select Properties.

The screenshot shows the TapeTrack TapeMaster application window. On the left, a tree view displays the customer hierarchy under 'GazillaByte LLC - Product'. The main pane shows a table of volumes for the 'Los Angeles Data Center LTO Cartridge'. The table columns are ID, Current Location, Target Location, Next Move, and Description. Below the table, it indicates 'Total Items: 1,585' and shows repository icons for 'Offsite Vault' and 'Library'. The status bar at the bottom shows 'Connection 127.0.0.1 uses AES 256 bit encryption'.

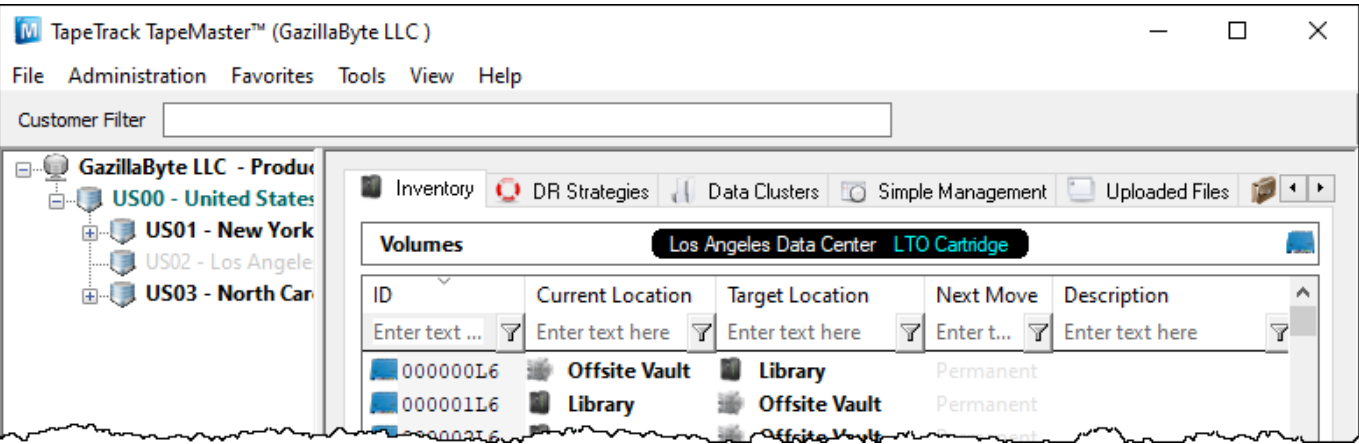
ID	Current Location	Target Location	Next Move	Description
000000L6	Offsite Vault	Library	Permanent	
000001L6	Library	Offsite Vault	Permanent	
000002L6	Library	Offsite Vault	Permanent	
000003L6	Library		Permanent	
000004L6	Library		Permanent	
000005L6	Library	Offsite Vault	Permanent	
000006L6	Library	Offsite Vault	Permanent	
000007L6	Library	Offsite Vault	Permanent	
000008L6	Library		Permanent	
000009L6	Library		Permanent	
000010L6	Library		Permanent	
000011L6	Offsite Vault		Permanent	
000012L6	Library		Permanent	
000013L6	Library		Permanent	
000014L6	Library		Permanent	
000015L6	Library		Permanent	

From the Edit Customer window select the Options tab, set Hide Customer option to True and

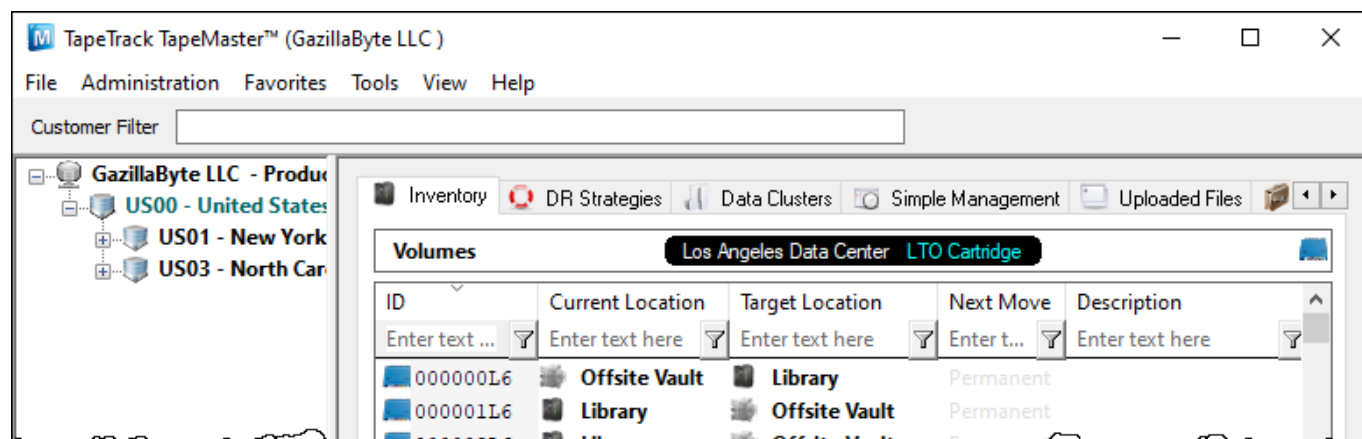
click Save to update data.



Once hidden, the Customer can be set to either be greyed out and inactive (not clickable)

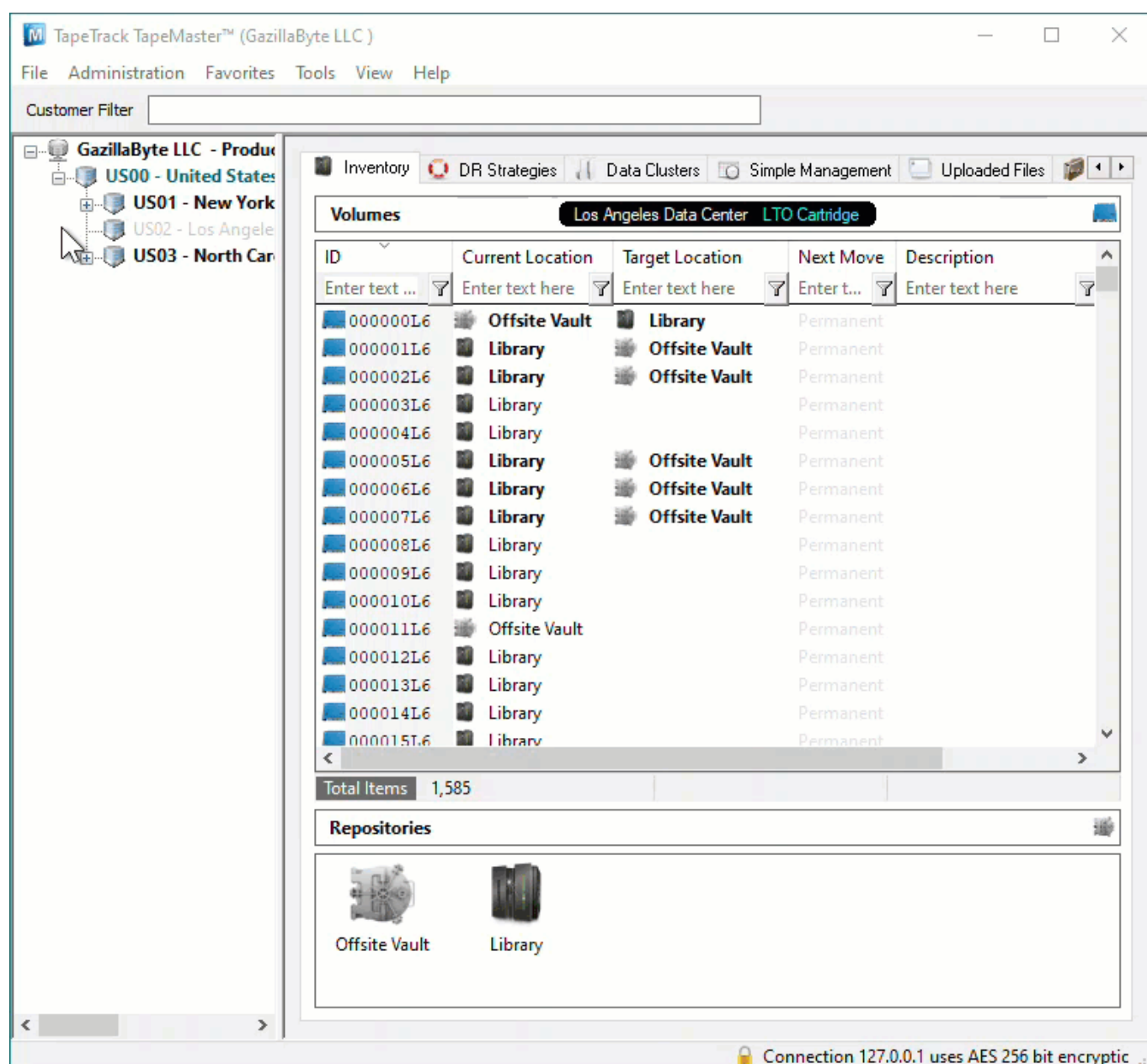


or completely removed from display.

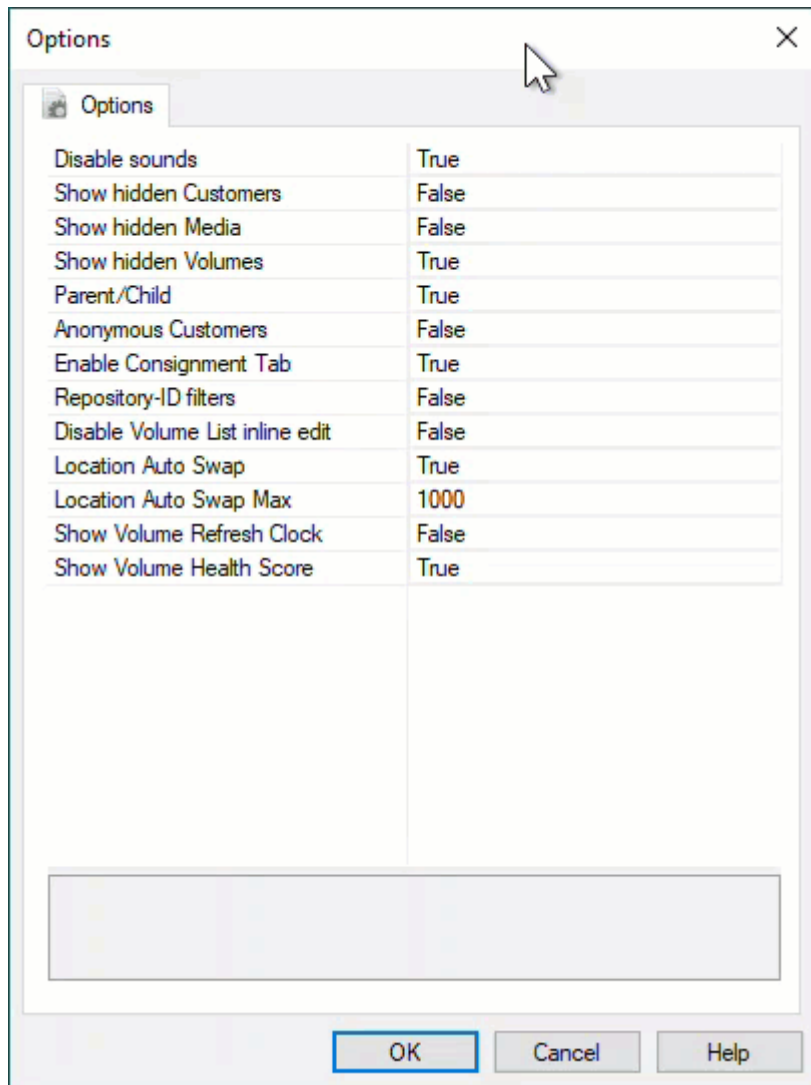


To have the hidden Customer displayed in a greyed out format:

- From the main menu, click File > Preferences



- In the options window, set Show Hidden Customers to True
- Click OK to update data.



Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

To have the hidden Customer removed from display:

- From the main menu, click File > Preferences

TapeTrack TapeMaster™ (GazillaByte LLC)

File Administration Favorites Tools View Help

Customer Filter

GazillaByte LLC - Products

- US00 - United States
 - US01 - New York
 - US02 - Los Angeles
 - US03 - North Carolina

Inventory DR Strategies Data Clusters Simple Management Uploaded Files

Volumes Los Angeles Data Center LTO Cartridge

ID	Current Location	Target Location	Next Move	Description
000000L6	Offsite Vault	Library	Permanent	
000001L6	Library	Offsite Vault	Permanent	
000002L6	Library	Offsite Vault	Permanent	
000003L6	Library		Permanent	
000004L6	Library		Permanent	
000005L6	Library	Offsite Vault	Permanent	
000006L6	Library	Offsite Vault	Permanent	
000007L6	Library	Offsite Vault	Permanent	
000008L6	Library		Permanent	
000009L6	Library		Permanent	
000010L6	Library		Permanent	
000011L6	Offsite Vault		Permanent	
000012L6	Library		Permanent	
000013L6	Library		Permanent	
000014L6	Library		Permanent	
000015L6	Library		Permanent	

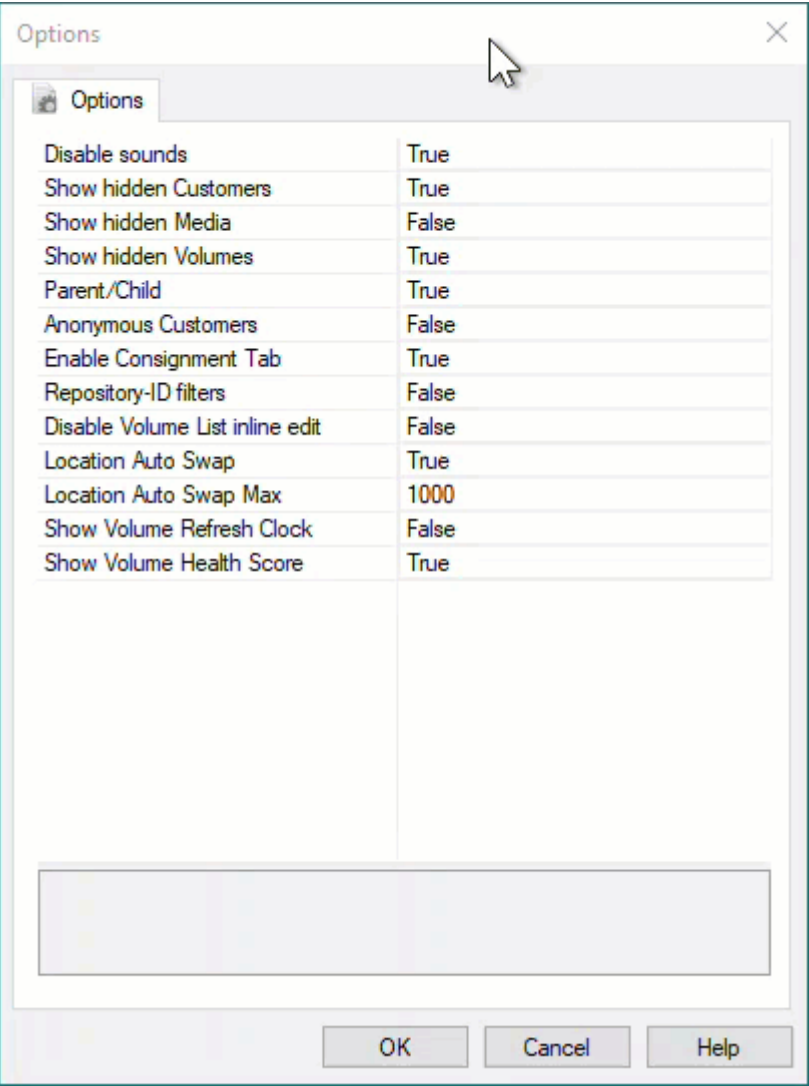
Total Items 1,585

Repositories

Offsite Vault Library

Connection 127.0.0.1 uses AES 256 bit encryption

- In the options window, set Show Hidden Customers to False
- Click OK to update data.

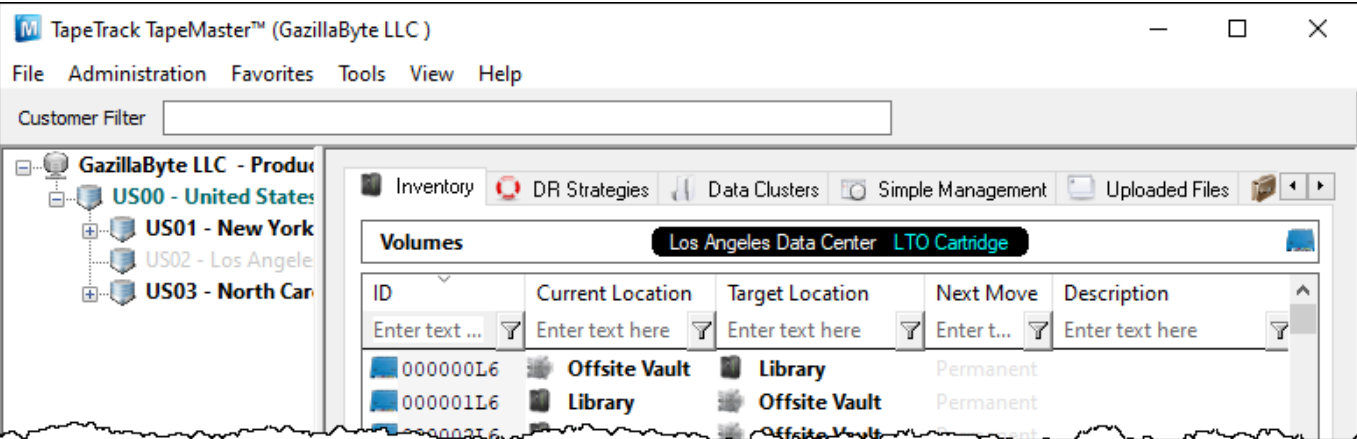


Click anywhere in the Customer Tree to set focus and on your keyboard click F5 to update display.

Unhiding Customers

Unhiding Customers is essentially the same procedure to hiding Customers but in the reverse order.

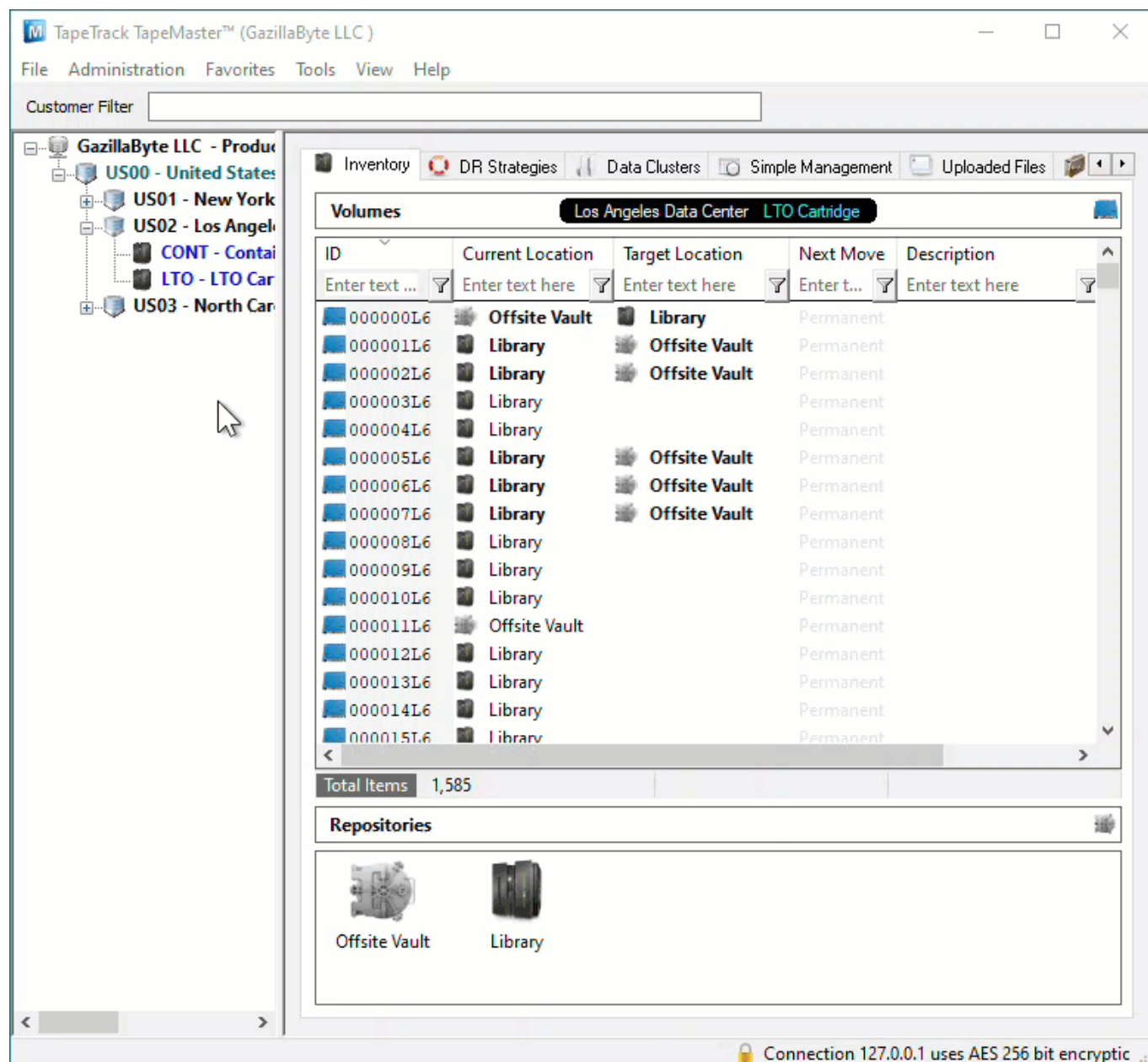
If you can see the hidden Customers but in a greyed out format you can skip this step.



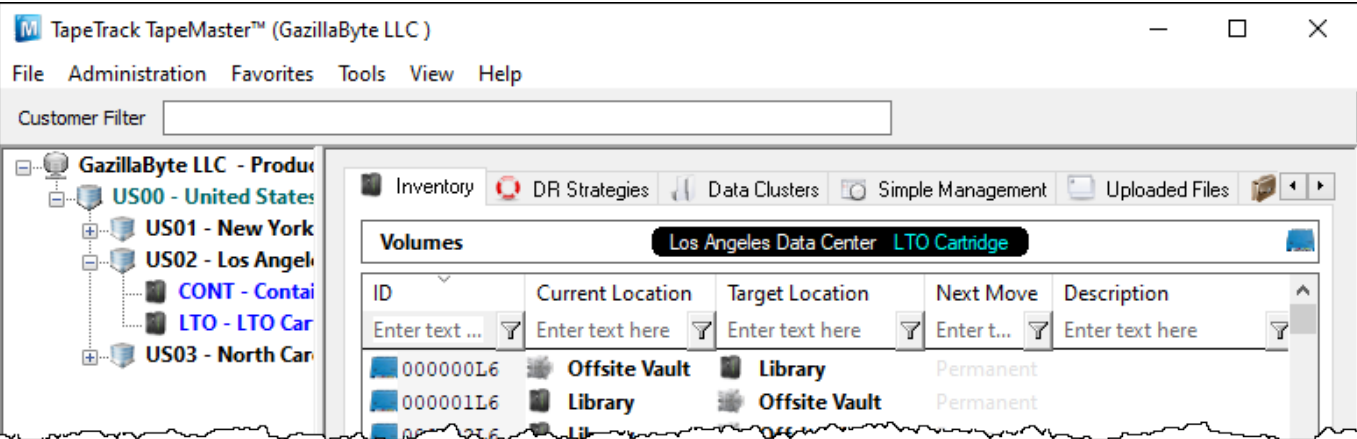
If you can't see the hidden customer, from the Main Menu click File > Preferences to open the Options tab. Set the option Show Hidden Customers to True. Click OK to update the settings.

Any hidden Customers will now show in the Customer Tree as a Greyed out listing.

Right click on the required hidden Customer and select Properties to open the Edit Customer window. Select the Options tab and set the option Hide Customer to False and click OK to update the settings.



The Customer will no longer be hidden.



If you have other hidden Customers that you want removed from view remember to set the Show hidden Customers to False from the Server Options accessed from the Main Menu by clicking File > Preferences

[hidden](#), [media](#), [technote](#), [update doco](#)

From:

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Last update: **2025/01/21 22:07**

